| Eastern Cape: Sarah Baartman District Municipality(DC10) - Schedule of Service Delivery Standards Table 2017/18 | |
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| **Standard** | **Service Level** |
| **Solid Waste Removal** | |
| Premise based removal (Residential Frequency) | n/a - The District Municipality does not provide this services as the service is provided by the Local Municalities within the District |
| Premise based removal (Business Frequency) | |
| Bulk Removal (Frequency) | |
| Removal Bags provided(Yes/No) | |
| Garden refuse removal Included (Yes/No) | |
| Street Cleaning Frequency in CBD | |
| Street Cleaning Frequency in areas excluding CBD | |
| How soon are public areas cleaned after events (24hours/48hours/longer) | |
| Clearing of illegal dumping (24hours/48hours/longer) | |
| Recycling or environmentally friendly practices(Yes/No) | |
| Licenced landfill site(Yes/No) | |
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| **Water Service** | |
| Water Quality rating (Blue/Green/Brown/N0 drop) | Water quality testing is performed by the District Municipality for the Local Municipalities within the District.  The Local Municipalities have different water quality ratings. |
| Is free water available to all? (All/only to the indigent consumers) | Water is only free to Indigents |
| Frequency of meter reading? (per month, per year) | n/a - The District Municipality does not provide this services as the service is provided by the Local Municipalities within the District |
| Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) | |
| On average for how long does the municipality use estimates before reverting back to actual readings? (months) | |
| *Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)* | |
| One service connection affected (number of hours) | |
| Up to 5 service connection affected (number of hours) | |
| Up to 20 service connection affected (number of hours) | |
| Feeder pipe larger than 800mm (number of hours) | |
| What is the average minimum water flow in your municipality? | |
| Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | |
| How long does it take to replace faulty water meters? (days) | |
| Do you have a cathodic protection system in place that is operational at this stage? (Yes/No) | |
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| **Electricity Service** | |
| What is your electricity availability percentage on average per month? | n/a - The District Municipality does not provide this services as the service is provided by the Local Municipalities within the District |
| Do your municipality have a ripple control in place that is operational? (Yes/No) | |
| How much do you estimate is the cost saving in utilizing the ripple control system? | |
| What is the frequency of meters being read? (per month, per year) | |
| Are estimated consumption calculated at consumption over (two month's/three month's/longer period) | |
| On average for how long does the municipality use estimates before reverting back to actual readings? (months) | |
| Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) | |
| Are accounts normally calculated on actual readings? (Yes/no) | |
| Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | |
| How long does it take to replace faulty meters? (days) | |
| Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) | |
| How effective is the action plan in curbing line losses? (Good/Bad) | |
| How soon does the municipality provide a quotation to a customer upon a written request? (days) | |
| How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) | |
| How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) | |
| How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) | |

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| **Sewerage Service** | |
| Are your purification system effective enough to put water back in to the system after purification? | n/a - The District Municipality does not provide this services as the service is provided by the Local Municipalities within the District |
| To what extend do you subsidize your indigent consumers? | |
| *How long does it take to restore sewerage breakages on average* | |
| Severe overflow? (hours) | |
| Sewer blocked pipes: Large pipes? (Hours) | |
| Sewer blocked pipes: Small pipes? (Hours) | |
| Spillage clean-up? (hours) | |
| Replacement of manhole covers? (Hours) | |
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| **Road Infrastructure Services** | |
| Time taken to repair a single pothole on a major road? (Hours) | n/a - The District Municipality does not provide this services as the service is provided by the Local Municipalities within the District |
| Time taken to repair a single pothole on a minor road? (Hours) | |
| Time taken to repair a road following an open trench service crossing? (Hours) | |
| Time taken to repair walkways? (Hours) | |
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| **Property valuations** | |
| How long does it take on average from completion to the first account being issued? (one month/three months or longer) | n/a - The District Municipality does not collect rates as the rates collection is performed by the Local Municipalities within the District. Therefore the annual property valuations performed by the District is for GRAP compliance in the AFS. |
| Do you have any special rating properties? (Yes/No) | |
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| **Financial Management** | |
| Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) | An amount of R296 812 is disclosed in 2015/16 AFS |
| Are the financial statement outsources? (Yes/No) | No |
| Are there Council adopted business process instructing the flow and managemet of documentation feeding to Trial Balalnce? | Yes, financial policies are approved by Council on an annual basis |
| How long does it take for an Tax/Invoice to be paid from the date it has been received? | The municipality ensures that all payments are made within 30 days. |
| Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans? | The Procurement plan is developed on an annual basis - multi-year projects are factored therein |
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| **Administration** | |
| Reaction time on enquiries and requests? | Immediately |
| Time to respond to a verbal customer enquiry or request? (working days) | n/a - The District Municipality does not provide this services as the service is provided by the Local Municipalities within the District |
| Time to respond to a written customer enquiry or request? (working days) | |
| Time to resolve a customer enquiry or request? (working days) | |
| What percentage of calls are not answered? (5%,10% or more) | |
| How long does it take to respond to voice mails? (hours) | |
| Does the municipality have control over locked enquiries? (Yes/No) | |
| Is there a reduction in the number of complaints or not? (Yes/No) | |
| How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer) | |
| How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings? | Weekly Management meetings are held to resolve matters including SCM matters |
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| **Community safety and licensing services** | |
| How long does it take to register a vehicle? (minutes) | n/a - The District Municipality does not provide this services as the service is provided by the Local Municipalities within the District |
| How long does it take to renew a vehicle license? (minutes) | |
| How long does it take to issue a duplicate registration certificate vehicle? (minutes) | |
| How long does it take to de-register a vehicle? (minutes) | |
| How long does it take to renew a drivers license? (minutes) | |
| What is the average reaction time of the fire service to an incident? (minutes) | |
| What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) | |
| What is the average reaction time of the ambulance service to an incident in the rural area? (minutes) | |

| Economic development | |
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| How many economic development projects does the municipality drive? | The municipality plan to support SMMEs within the District as well as lead new Economic Development initiatives within the District. |
| How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? | The municipality has established a municipal entity to manage all catalytic projects that would impact on the District as a whole |
| What percentage of the projects have created sustainable job security? | 0% |
| Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No) | Yes |
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| **Other Service delivery and communication** | |
| Is a information package handed to the new customer? (Yes/No) | Not applicable |
| Does the municipality have training or information sessions to inform the community? (Yes/No) | Yes, IDP and Budget Outreach Programme |
| Are customers treated in a professional and humanly manner? (Yes/No) | Yes |